

2023 Mental Health Resource Guidebook

For teammates enrolled in a Brown & Brown
Self-Funded Healthcare Plan administered by
UnitedHealthcare



**WHAT
YOU
WILL
FIND**





Resources Available to All Teammates:

- Employee Assistance Program
- Crisis Hotlines
- Brown & Brown MyBenefitsApp

Resources Available to Teammates Enrolled in a Brown & Brown Self-Funded Healthcare Plan Administered by UnitedHealthcare (UHC)

- Brown & Brown Health Concierge
- Therapists and Psychiatrists
- Mindfulness Meditation App



How to Access:

All assistance is available 24 hours a day, seven days a week with confidential support, guidance and resources. Call 1-844-206-1068 or visit guidanceresources.com (The WebID is "BBEAP").

GuidanceResources® App is also available.



Available to:

All Brown & Brown teammates and their families.



Cost:

Calling our EAP is free, including up to six counseling sessions (per issue, per year) and access to online content.

Occasionally, services beyond those covered by the EAP will have a cost, and any costs associated with a service will be fully explained.

All teammates have access to 6 free counseling sessions.

Employee Assistance Program (EAP)

All teammates have access to our Employee Assistance Program (EAP) through GuidanceResources® by ComPsych. This no-cost, confidential assistance is available to you and your dependents and provides access to resources such as **six free counseling sessions** (per issue, per year) or a referral to an attorney, care provider or community resource. [Learn more about our Employee Assistance Program.](#)

The EAP can help you in locating referrals to resources for providers in your community. Consultations with an EAP provider include the following and more:

- Depression Management
- Stress Management/Anxiety
- Substance Abuse
- Weight Management and Tobacco Cessation Coaching
- Marital Conflict
- Child or Elder Care
- Family Conflict
- Financial or Legal Concerns
- Work-Life Resources
- Workplace Issues



Access all your Brown & Brown benefits, ID cards, app links and more through the [Brown & Brown MyBenefitsApp](#) anytime, anywhere.

Crisis Hotlines

If you or someone you know is facing a crisis, use these resources:

The Brown & Brown Employee Assistance Program

- Call 1-844-206-1068

988 Suicide & Crisis Lifeline

- Call or text **988**
- Chat at [988lifeline.org](https://www.988lifeline.org)

For Deaf & Hard of Hearing

- TTY Users: Use your preferred relay service or dial **711** then **988**

The National Substance Use Treatment Helpline

- Call 1-800-662-HELP (4357)



If this is an emergency or you think you may harm yourself, please call 911.



How to Access:

Contact one of the helplines above.



Available to:

All Brown & Brown teammates and their families.



Cost:

No cost.



Access all your Brown & Brown benefits, ID cards, app links and more through the [Brown & Brown MyBenefitsApp](#) anytime, anywhere.

Brown & Brown Health Concierge



Delivering a personalized health care experience through enhanced advocacy services

We know health care can be complicated—and it is not always easy to figure out what services are covered, which resources can best meet your needs and where you can get answers to your questions. We also know it can be easier to have ONE person to call to guide you and your covered dependents through your benefits and resources and help you make more confident decisions when using your medical plan and receiving health care services.

The Brown & Brown Health Concierge is an enhanced advocacy and guidance service, offered through UnitedHealthcare. Teammates and covered dependents will be paired with a dedicated health and benefits expert who will support you and your family through your health care journey.

Someone in your corner

Your dedicated Health Concierge can guide you through:

- Understanding a diagnosis
- Finding a specialist
- Securing a second opinion
- Reviewing a bill or explanation of benefits
- Managing claim
- And more!

Don't know where to start? Use the Brown & Brown Health Concierge advocacy and guidance service as your single point of contact. Call 1-844-298-8929. The phone number is also listed on the back of your ID card.



How to Access:

Call 1-844-298-8929, message through myuhc.com or chat through the UHC mobile app. The phone number is also listed on the back of your ID card.



Available to:

All Brown & Brown teammates and dependents enrolled in a Brown & Brown Self-Funded Healthcare Plan administered by UnitedHealthcare.



Cost:

No cost.



Access all your Brown & Brown benefits, ID cards, app links and more through the [Brown & Brown MyBenefitsApp](#) anytime, anywhere.

Therapists & Psychiatrists

Live & Work Well Portal

Use the Live & Work Well portal available through UnitedHealthcare to find a mental health professional that meets your preferred criteria. A comprehensive set of filters allows you to search through the entire network using key data points that matter to you. You can also search by availability to find a provider who can see you ASAP.



How to Access:

Visit liveandworkwell.com. Create an account or sign in with your UnitedHealthcare (UHC) login for myuhc.com.

If you prefer, you can call the Brown & Brown Health Concierge at 1-844-298-8929 for assistance.



Available to:

All Brown & Brown teammates and dependents enrolled in a Brown & Brown Self-Funded Healthcare Plan administered by UnitedHealthcare.



Cost:

In-network visits
\$0 copay*



*A copay or copayment is a fixed amount for a covered service, paid by a patient to the provider of service before receiving the service.



How to Access:

Visit doctorondemand.com

- Download the mobile app.
- Set up an account and then enter your UnitedHealthcare (UHC) ID card information. If you do not have your ID card, call the Brown & Brown Health Concierge at 1-844-298-8929.

Access providers 24 hours a day, 365 days a year.



Available to:

All Brown & Brown teammates and dependents enrolled in a Brown & Brown Self-Funded Healthcare Plan administered by UnitedHealthcare.



Cost:

\$0 copay

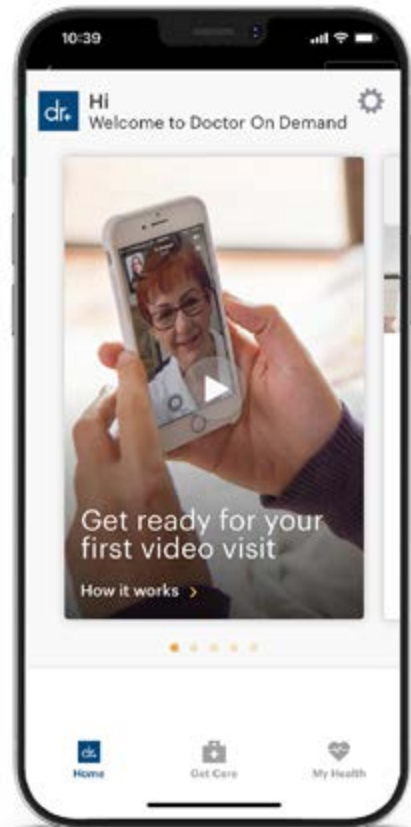
Doctor On Demand

Doctor On Demand is the next-generation video telemedicine company, offering teammates live, secure, HIPAA-compliant, on-demand and scheduled video visits with U.S.-licensed providers able to write prescriptions, and most importantly available to you at a **\$0 copay!**

Mental Health Therapy

Doctor On Demand’s team of experienced, licensed psychiatrists and therapists are available 7 days a week, from the privacy of home. They can help with:

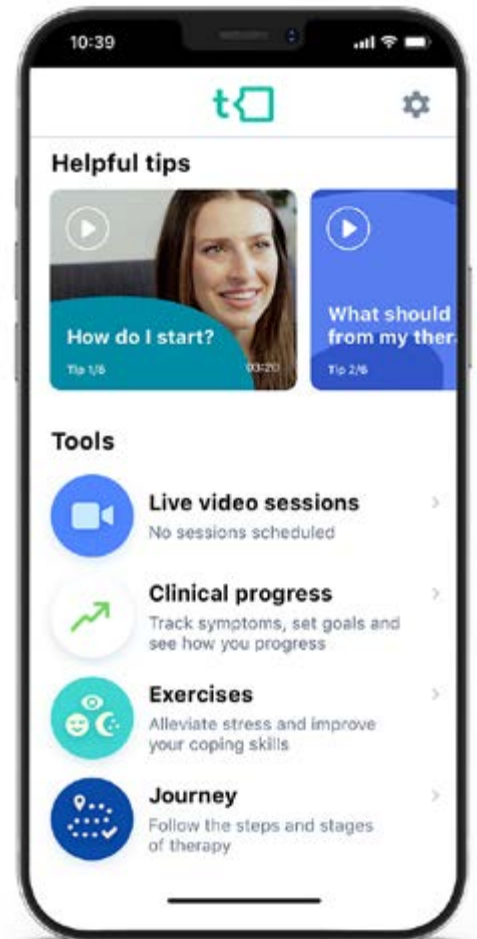
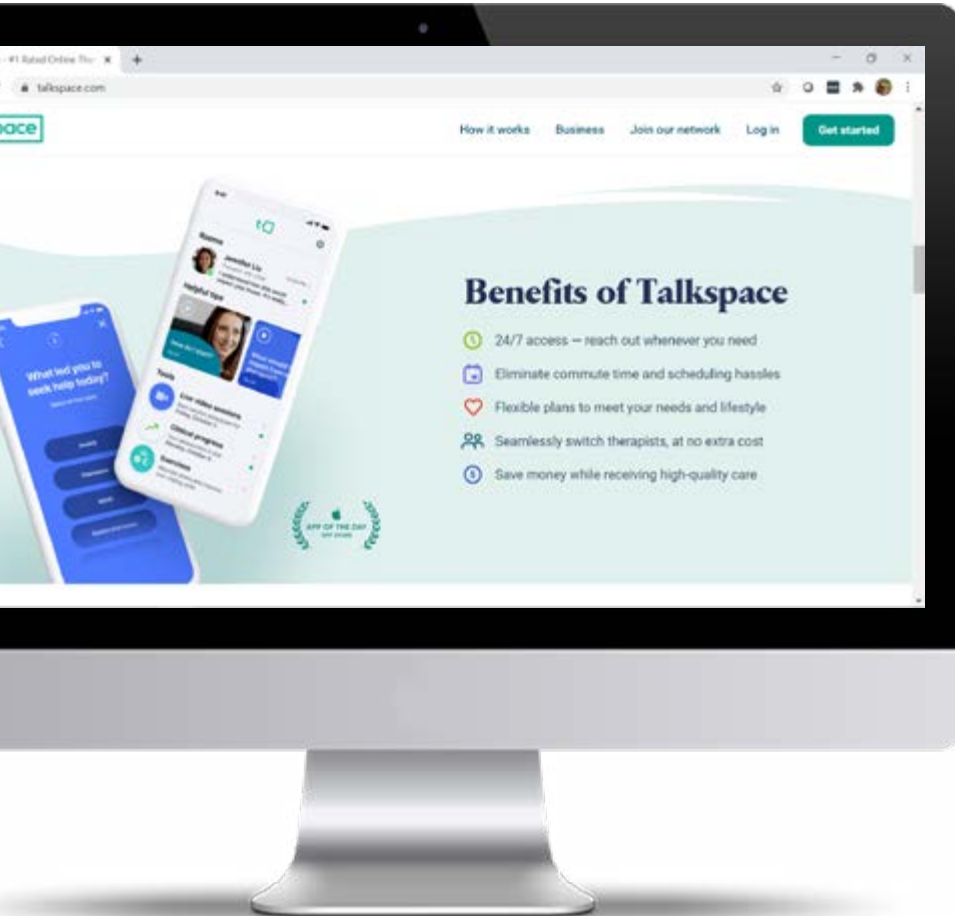
- Anxiety
- Depression
- Postpartum
- Relationships
- Trauma & Loss
- Screenings
- Insomnia



Access all your Brown & Brown benefits, ID cards, app links and more through the [Brown & Brown MyBenefitsApp](#) anytime, anywhere.

Talkspace: Text a Therapist

Talkspace is a digital platform that offers an alternative to face-to-face therapy. Members are able to interact with an in-network UHC mental health professional via text, audio/video messaging or live session. There are over 5,000 licensed behavioral health clinicians in the Talkspace network.



How to Access:

To get started, download the app or visit talkspace.com/connect, create an account, fill out an assessment, pick a therapist and then start therapy.



Available to:

All Brown & Brown teammates and dependents enrolled in a Brown & Brown Self-Funded Healthcare Plan administered by UnitedHealthcare.



Cost:

\$0 copay for one week of unlimited texting OR one live session. You can switch therapists at any time for no cost.



Access all your Brown & Brown benefits, ID cards, app links and more through the [Brown & Brown MyBenefitsApp](#) anytime, anywhere.

Mindfulness Meditation App

Self Care by AbleTo

Self Care by AbleTo is a top-rated self-help and mindfulness meditation app. The app provides recommendations for activities designed to be effective in the moment and to build awareness around your mood.

Teammates enrolled in a Brown & Brown Self-Funded Healthcare Plan administered by UnitedHealthcare have access to the “Self-Help” and “Peer Support” areas of AbleTo for free.

Self-Care:

- **Guided Journeys:** Designed by experts for a range of needs, guided journeys use proven therapies to help you feel more in control and build long-term life skills.
- **Daily Mood Tracking:** Answer simple questions each day to assess your mood patterns and track health activities like sleep and exercise.
- **Coping Tools:** Reach for just the right tool to relax, be in the moment or manage stressful situations such as test-taking, public speaking or morning dread.
- **Progress Assessments:** Through weekly check-ins, AbleTo creates a roadmap for improvement. Track where you are, set goals and make strides week by week.

Peer Support:

- Access chat groups in the app for people going through the same experiences as yourself. Join one that resonates and begin conversations with others who can relate.



How to Access:

To begin using AbleTo, download the app and create an account. Enter your UnitedHealthcare information from your ID card for free access to “Self-Care” and “Peer Support.” Go ableto.com/begin. You can also access Self Care by AbleTo on liveandworkwell.com or myUHC.com.



Available to:

All Brown & Brown teammates and dependents enrolled in a Brown & Brown Self-Funded Healthcare Plan administered by UnitedHealthcare.



Cost:

\$0 access to “Self-Care” and “Peer Support” offerings.

For an additional cost, you can access the Coaching and Therapy offerings through the AbleTo app. See the app for more details on the Coaching and Therapy offerings (some state restrictions apply).



Access all your Brown & Brown benefits, ID cards, app links and more through the [Brown & Brown MyBenefitsApp](#) anytime, anywhere.



Additional Resources

Brown & Brown MyBenefitsApp

Find all your benefits, ID cards, apps and phone numbers through the [Brown & Brown MyBenefitsApp](#). Save the app to your phone by following the directions [here](#).

Click on the [Mental Health & Well-Being](#) icon for additional resources and tools to care for yourself and your family.

Scan the QR code to access Brown & Brown's MyBenefitsApp. To use the QR code, focus your iPhone or Android camera on the QR code.



